

I have another complaint about Verizon. We've been customers since it was whatever it was before it was Verizon.

Each year our contract is up, there's a new "plan". Our most recent was free long distance from our calling area. Well-that ends in March, but our contract isn't up until July. Don't ask me how THAT happened! What does this mean? Well - if we want to make long distance calls, we will be charged whatever long distance rates are in effect at the time, OR we can renew our contract early - however - the only plan is now the America's Choice which we don't need and which would be more expensive for us. We only want to be able to call to NJ, NY and PA. This new plan requires you to BUY a new Tri-modal phone so that when you're in an area not serviced by Verizon - it can tell you how much your call is going to cost per minute.

So - we're stuck with this plan for FOUR months not being able to use our phones for long distance, which is why we took this plan (our son is in NY - and our other relatives are in NJ).

So it's kind of a bait and switch once again. The last time our plan ran out, we had to "upgrade" for the minutes because they discontinued the minute plan we had signed up for. We are constantly buying new phones and new plans with Verizon. There is no single plan that lasts for more than 6 months!

Nights and weekends! Who needs the minutes after 9:00 pm??? Most everyone we know are settling down for the night. We have to bother our friends and family after 9:00 pm? What happened to 6:00 pm being night? They get you any way they can and it stinks!

They advertise 3000 minutes - but only a couple hundred are available for daylight - normal business hours! The rest are nights and weekends!

Can they think of any other way of screwing us?

The only reason we've stayed is the phone number and the contract that binds you, or you have to pay hundreds in plan cancellation fees!

Help us all!

Thanx  
Gabrielle Kotke